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Call Recording and AI Transcription

Mike Johnstone - 2024-06-17 - [Advanced](#)

Call Recording and AI Transcription

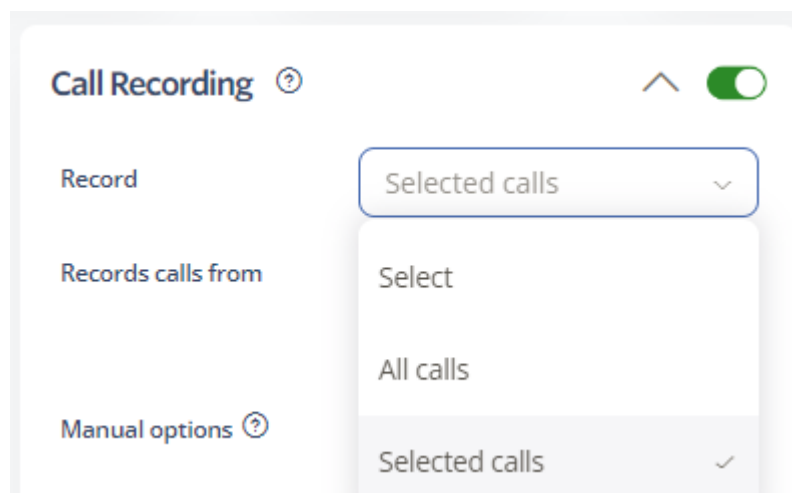
Record both inbound and/or outbound audio, with post recording AI transcription.

1. Select Switchboard > select Number.
2. Select Advanced > Call Recording > Set Preferences
3. SAVE

Call Recording Options

Record: Select which calls to record. You can select all or selected calls only.

- **All calls:** This option captures all incoming and outgoing calls made through your extension or a specific phone number. Every conversation will be automatically recorded, providing a complete record of your communication.
- **Selected calls:** This option allows you to choose which calls get recorded. You can manually initiate recording during a call or set up rules to record calls based on specific criteria. If you choose select calls you must insert the specific number to record.

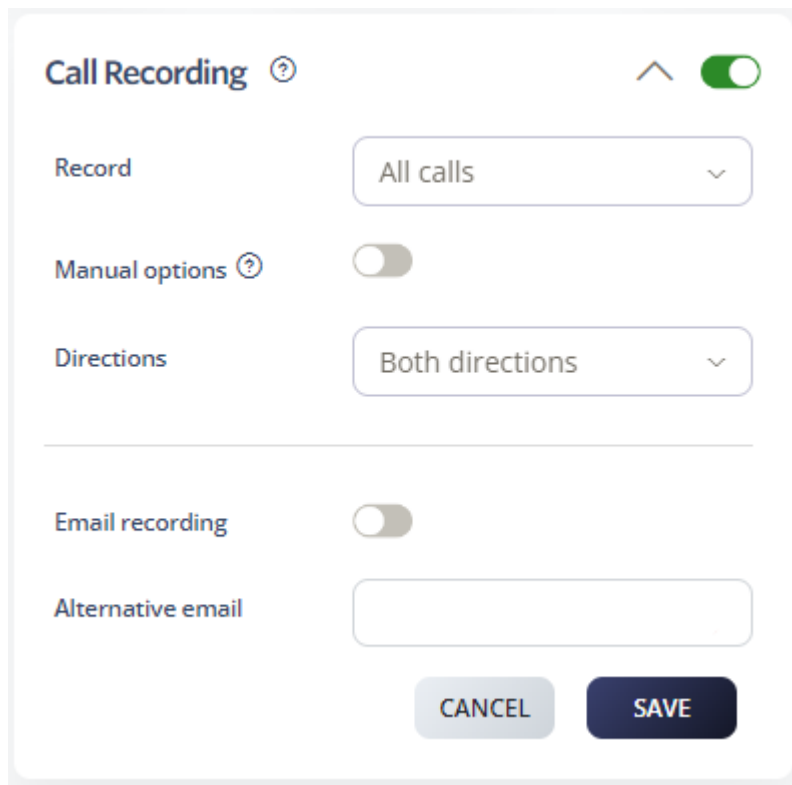


Manual options: Allow this option if you wish to be able to use *3 during the call to NOT record it.

Directions: Select which direction to record calls: Record in both directions / Record only Outbound Calls / Record only Inbound Calls.

Email recording: This sends a copy to the email set on Personal Details.

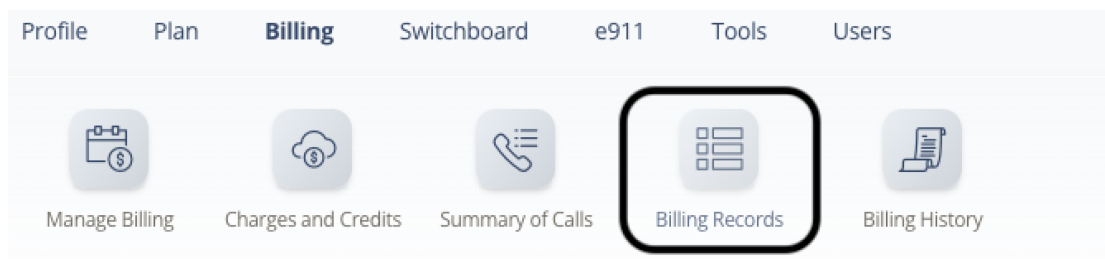
Alternative email: Nominate an email address to send calls to – if different from the email in Personal Details.



The image shows a 'Call Recording' settings panel. At the top, the title 'Call Recording' is followed by a help icon and a green toggle switch. Below this, there are three settings: 'Record' with a dropdown menu set to 'All calls', 'Manual options' with a disabled toggle switch, and 'Directions' with a dropdown menu set to 'Both directions'. A horizontal separator line follows. Below the line, there are two more settings: 'Email recording' with a disabled toggle switch, and 'Alternative email' with an empty text input field. At the bottom right, there are two buttons: 'CANCEL' and 'SAVE'.

AI Transcription

This feature enhances call management and analysis by providing accurate and accessible transcriptions of recorded calls.



To access call transcriptions:

1. Log in to your account
2. Select **Billing** > **Billing Records** .
3. Look for the call you wish to view the transcription for. Use the filters to help you find calls, then click on **Search**.
4. Click on the **Transcription** icon associated with the specific call.
5. The transcription will be readily accessible, allowing you to review the call's content efficiently.

Note: After you end a call, the transcriptions take around 10 minutes.

Important!

Call Recording must be used in a way that complies with local laws. Please advise the B party caller that Call Recording has been enabled on this account.

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